



Isolation and Recovery Facilities for people experiencing homelessness

Coronavirus (COVID-19) Fact Sheet – 10 August 2020

Background

The Victorian Government has committed \$8.8 million for the establishment of COVID-19 Isolation and Recovery Facilities (CIRFs) across inner Melbourne. The facilities assist people experiencing or at risk of homelessness, who are at greater risk of contracting coronavirus (COVID-19) due to an inability to self-isolate.

Facilities have been operational from April 2020.

The CIRF program has repurposed four unused facilities in inner Melbourne to provide health care and supported accommodation. The facilities are operated by Anglicare Victoria, Brotherhood of St Laurence/Launch Housing, and Sacred Heart Mission and VincentCare Victoria. St Vincent's Hospital Melbourne, in conjunction with Bolten Clarke Homeless Person's Program, provides clinical care in all facilities.

Eligibility

The CIRFs provide assistance to people who are experiencing homelessness and:

- have undergone testing for coronavirus (COVID-19) and are awaiting results;
- have undergone testing for coronavirus (COVID-19) and returned a positive result;
- are required to self-isolate and do not have suitable housing from which to do so; or
- are being discharged from hospital and require suitable accommodation from which to recover from coronavirus (COVID-19).

Clients are not eligible for the program if they require acute nursing or medical care, (including management of clinically significant Alcohol and Other Drug withdrawal or frequent monitoring of vital signs and other observations). These clients will be referred to appropriate health facilities for assessment and treatment.

Intake and referral

St Vincent's Hospital Melbourne coordinates the intake and referral processes and provides a Mobile Fever Clinic. The Mobile Fever Clinic aims to overcome barriers to accessing mainstream health services, and ensure timely diagnosis, treatment and isolation. St Vincent's Hospital Melbourne also provides access to a telehealth service for medical review as required. **Referrals are accepted between 8am and 8pm, 7 days a week.**

For information and /or referral to the facilities and mobile fever clinic call the Nurse Coordinator on 0437 059 267.

Service delivery

During their stay, clients work with housing support workers to ensure exit pathways, including applications for community and public housing, and assistance to access a range of other supports.

Homelessness service staff provide 24-hour support to people in the facilities alongside St Vincent's Hospital staff. Nursing staff assess and provide care to patients and monitor their physical and mental health needs. If clients require a higher level of care, they will be referred to mainstream health services, including Ambulance Victoria, St Vincent's Emergency Department, or their closest Emergency Department as appropriate.

Each client's length of stay will be in line with current health advice, ensuring clients are no longer infectious and that symptoms of the virus have resolved. This will be approximately two weeks, or longer dependent upon each individual's recovery.

Risk management

Service providers adopt a range of risk management measures including regular cleaning, hygiene and sanitisation practices, and physical distancing.

Further resources

New guidelines for funded homelessness service providers related to coronavirus (COVID-19):

<https://fac.dhhs.vic.gov.au/news/new-guidelines-funded-homelessness-service-providers-related-covid-19>

Victorian and national information on coronavirus (COVID-19) resources: <https://www.dhhs.vic.gov.au/coronavirus>

To find out more information about coronavirus and how to stay safe visit
[DHHS.vic – coronavirus disease \(COVID-19\)](https://www.dhhs.vic.gov.au/coronavirus-disease-covid-19)

[<https://www.dhhs.vic.gov.au/coronavirus>](https://www.dhhs.vic.gov.au/coronavirus)

If you need an interpreter, call TIS National on 131 450

For information in other languages, scan the QR code or visit
[DHHS.vic –Translated resources - coronavirus \(COVID-19\)](https://www.dhhs.vic.gov.au/translated-resources-covid-19)

[<https://www.dhhs.vic.gov.au/translated-resources-covid-19>](https://www.dhhs.vic.gov.au/translated-resources-covid-19)



For any questions

Coronavirus hotline 1800 675 398 (24 hours)

Please keep Triple Zero (000) for emergencies only

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Available at: [DHHS.vic – Public housing restrictions: information and support](https://www.dhhs.vic.gov.au/information-and-supports-public-housing-restrictions-covid-19)

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